

**PRE-PROPOSAL CONFERENCE MINUTES –
Tuesday, June, 4, 2019
Maryland Department of Health (MDH)
Office of Eligibility Services (OES)
Invitation for Bids (IFB) – Maryland Medical Assistance: Medicaid Eligibility Staff
Placement Service
MDH-OPASS # 20-18426
eMM# MDM0031044975**

The Pre-Proposal Conference was held on Tuesday, June 4, 2019 at the Maryland Department of Health Offices, Conference Room L-3, 201 W. Preston Street, Baltimore, MD 21201. The Pre-Proposal Conference began at approximately 11:00 a.m.

Pre-Proposal Conference Attendees:

Department of Health (MDH) Office of Procurement and Support Services (OPASS):

- Calvin Johnson - Contract Officer, Office of Procurement and Support Services
- Dana Dembrow, Director, Office of Procurement and Support Services
- Scott Russell, Student Intern, Office of Procurement and Support Services

Office of Eligibility Services (OES):

- Patricia Rutley- Johnson- Procurement Coordinator
- Therese Opitz-Freeman, Assistant Director, Eligibility Determination Division
- Phyllis Crutchfield – Assistant Director, Eligibility Determination Division

Potential Offerors:

- Will Ragan, Maryland Works
- Paul Schatz, Priority One
- Douglas Lee, End Results Consulting
- Linda Engle, Williams Consulting
- Dawn Burch, Kennedy Services
- Jim Burch, Kennedy Services
- Sandra Brown- AdNet Accounting
- Marta Chavatel, Symphony Placements
- Nicole Thomas, Symphony Placements
- Dash Kirideja, Codice

Summary of Solicitation – Calvin Johnson provided an overview of the Summary Statement in Section 1 – General Information of the solicitation, which included the following information: The Department is issuing this Invitation for Bid (IFB) – Medicaid Eligibility Staff Placement Services MDH-OPASS # 20-18426, eMaryland Marketplace# MDM0031044975, to contract with vendor to provide Medicaid Eligibility Staff that will supplement existing MDH

resources in support of Medicaid Eligibility Determination services for Modified Adjusted Gross Income (MAGI) applicants and recipients of Medicaid.

Procurement Overview – Calvin Johnson, **OPASS**- The Department intends to make a single award as a result of this IFB to the Offeror whose proposal is deemed to be the most advantageous to the State.

As you know, the contract (s) resulting from this solicitation will be for two-years with the possibility of two one year renewal options. The anticipated start date is October 1, 2019. Be assured that everything reviewed today is in the specifications; so if you miss any portion of the meeting, it should not affect your ability to respond to the IFB

Minutes from today's meeting and all questions will be posted on the following web sites:

eMM – www.eMaryland.buyspeed.com/bsa

MDH – www.mdh.maryland.gov/sitepages/home.aspx

Procurement Process – Calvin Johnson reviewed the procurement process, which included the following information:

Carefully review **Section 2 – Contractor Requirements: Scope of Work** beginning on page 2 of the IFB. As noted, MDH/Office of Procurement and Support Services has issued this IFB for the provision of Medicaid Eligibility Staff Placement Services.

The IFB and all subsequent documentation regarding this solicitation will be posted on eMarylandMarketplace (www.eMaryland.buyspeed.com/bsa) and MDH (www.mdh.maryland.gov/opass/SitePages/Home.aspx) websites. Please remember that in order to receive a contract award, a vendor must be “registered” on eMM. Registration is free. Review Subsection 4.2 for details.

The Procurement Method used for this solicitation is **Competitive Sealed Bidding**. Although this is a relatively an uncomplicated process, I cannot stress too much the importance of following the steps and requirements.

An **MBE subcontracting goal** was **NOT** established for the contracts resulting from this solicitation. However, Minority Business Enterprises are encouraged to respond to this solicitation.

Carefully review Subsection 4.3 – Questions on page 21 regarding how to submit questions subsequent to this Pre-Bid Conference. Questions shall be submitted via www.mdh.solicitationquestions@maryland.gov. Questions should be submitted no later than five (5) days prior to the bid due date. The Procurement Officer, based on the availability of time to research and communicate an answer shall decide whether an answer can be provided before the bid due date. So try to get any questions to us ASAP.

These Q/As will be posted to eMM and MDH websites as required.

To reiterate, the contract resulting from this solicitation will be in effect for two (2) years beginning on **October 1, 2019 and ending September 30, 2021** plus it includes two one-year renewal option periods.

Subsection 4.23, page 26 is regarding **Payment by Electronic Funds Transfer**. Carefully review this clause. By submitting a response to this solicitation, the Bidder agrees to accept payments by electronic funds transfer (EFT) unless the State Comptroller's Office grants an exemption. Payment by EFT is mandatory for contracts exceeding \$200,000. This section goes into detail on how to register or request an exemption.

1. POINTS EMPHASIZED:

A. The **Bidder Minimum Qualification** is listed in Section 1, subsection 1.1 on page 1. As noted, the bidder must provide proof with its bid that all minimum qualifications have been met.

B. The **Scope of Work – Requirements** are listed in Section 2, subsection 2.3, pages 2 – 8. This is the “meat” of the solicitation that will give you a clear understanding of what the Department expects of the successful bidders in the provision of the services. **Pay special attention to all subsections in the Scope of Work.**

C. The Bid Format is listed in Section 5, pages 32 – 35. Pay special attention to the **Bid Submission Requirements**, subsection 5.4 starting on page 32 and the complete list of attachments are listed on page 32. Failure to include all required items may void your bid submission.

- Also included in Section 5, is subsection 5.6 – **Documents Required upon Notice of Recommendation for Contract Award**. As noted, this is a list of documents that are only required from the winning bidder. Please keep this in mind when submitting your bid documents.
- One of the affidavits that you are required to complete, sign and submit if you are the winning bidder is the **Contract Affidavit (Attachment N)**. This form asks for the name of your resident agent. If there is a question of who your Resident Agent is, please call the State's Corporate Charter Division at (410) 767-1330. The office is located at 301 W. Preston Street.
- Please correctly review the **Bid Pricing Instructions (Attachment B)** Page 40.

Within five (5) working days of being notified of its recommendation for award, the bidder must complete and submit the Contract Affidavit included as **Attachment N** and the Standard Contract as **Attachment A**. Please note that the Contract shall not become effective until the Contract Affidavit is signed and returned.

D. We require that all requested attachments/documents be returned to us in **triplicate** with original signatures. We do **NOT** require that the solicitation document be returned. A list of Attachments can be found on pages 37-38. Some pages may not be applicable to this particular procurement.

Again, please carefully review Section 5.4 – **Required Bid Submission** – Pages 32-33 in the specifications in order to submit the correct required attachments/documents.

E. Lastly, don't forget to sign the Bid and Signature pages (**Attachment B**).

F. The most important matter is to get your bid to us by the date, time, and location listed. Your bid documents in **triplicate** are due no later than **Thursday, June 27, 2019 no later than 2:00 p.m. No bids will be accepted after 2:00 p.m.**

- The Public Bid Opening is scheduled for the same day at **2:15 p.m.**
- As listed on the Key Information Summary Sheet, please send your bids to attention of Calvin Johnson at MDH headquarters, 201 W. Preston Street, Room 416, Baltimore, Md. 21201. Bidders mailing bids should allow sufficient mail delivery time to ensure timely receipt. A receipt of delivery will be provided for hand-delivered bids.
- The bid opening is public and may be attended by you. At the time of the bid opening, the apparent successful vendors will be determined. However, a final determination will be made after bid submission requirements, bid calculations, etc. are made and verified.

Mr. Johnson reminded the attendees that if after this Pre-Bid Conference prospective bidders may have questions answered that may help them understand the IFB, etc. Just keep in mind that the answers to your questions, if they are significant in nature, will be posted on the eMM and MDH websites. Therefore, please allow sufficient time for this to occur.

If you have any comments/questions about the procurement process, please contact Mr. Johnson at 410.767.8216 and/or email: Calvin.johnson@maryland.gov.

Scope of Work, Section 2 (Page 2) – Ms. Therese Opitz-Freeman summarized the Scope of Work, which included the following information:

The State is issuing this solicitation for the purposes of procuring up to twenty **(20)** Medicaid eligibility staff who are capable of handling duties as described in Attachments P, Q and R and this IFB. By the go live date of October 1, 2019, the State will need ten **(10)** employees to include one **(1)** Medical Care Program Supervisor, one **(1)** Medical Care Program Lead, and 8 Medical Care Program Associates. Each employee must meet the qualifications as specified. At anytime the State may request additional staff. The staffing qualifications are very specific for the positions. Each employee will be full-time (40 hour work week). The Contractor will be required to ensure the potential employee meets all the qualifications for the desired positions. The Contractor will be required to provide testing as well as perform criminal background

checks of all potential employees. The employees must have excellent verbal and written communication skills. The employees must meet the security clearance as required by the State of Maryland. The employees will be required to view protected information and they will need to meet the security policy requirements. Each employee will be issued an ID badge. The Contractor will be responsible to pay the fees for the employee's ID badge. Ten **(10)** employees will need to be available by the Go-Live date **(October 1, 2019)**. If the Contractor wishes to make any changes to the staffing requirement, they must contact the State to suggest proposed changes. If the State encounters any problems with an employee based on incompetency, inappropriate behavior, or any personnel issues, the State will notify the Contractor and expect the Contractor to immediately remove the employee. The employees will be required to work Monday – Friday (except State holidays). The State will provide five **(5)** days of training. At the end of training each employee will be required to pass a test with a score of at least 80%. Training is mandatory. The employees will be trained on how to use the State's Clients' Automated Resource and Eligibility System (CARES) and Maryland Health Connection (MHC). Employees must know how to navigate and understand CARES and MHC in order to process eligibility. The Contractor will furnish timesheets for the employees and provide the State with a point of contact for timesheets as well as any personnel issues that may arise. The staff duties will be to determine Medicaid eligibility.

Duties will include the following but are not limited to:

- Include receiving documents,
- Running clearances,
- Utilizing third party data sources,
- Direct contact with applicants
- Communicating with other agencies and/or advocates
- Sending correspondence

Questions

Conference attendees asked several questions that will be posted to eMM/DHMH websites along with the Department's responses.

The Pre-Proposal Conference adjourned at approximately 11:45 a.m.

Submitted by: Patricia Rutley-Johnson, Procurement Coordinator
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